

# **Microsoft Office XP Product Context and Technical Strategy**

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The background of the slide is a photograph of a large crowd of people, likely at a sports event, with many individuals wearing red and white striped clothing. The entire image is covered with a semi-transparent blue overlay. Centered on this background is the text "Welcome & Thank You!" in a large, bold, yellow font. The text is arranged in four lines: "Welcome", "&", "Thank", and "You!".

**Welcome  
&  
Thank  
You!**

# **Product Context and Technical Strategy**

- **State of the Customer view of Office**
- **Creating the Office XP development team product vision**
- **Office XP Experiences**
  - **Rational and Background by Example**
- **Office and .NET**
- **Questions and Answers**

# Customer Perspective

**The New York Times**  
**Office 97: Leviathan Sets Sail**

By STEPHEN MANES

**THE WALL STREET JOURNAL.**

**Office 97: 3500 New Features  
Some Useful, Most Not**

**GartnerFlash June 11, 1999**  
**For Many Enterprises, Office 2000  
Migration Is Not a Must**

**Yankee Group June 8, 1999**  
**"Microsoft Office 2000: New and Improved  
or Slightly Tweaked and Modified?"**



# **Office 2000**

## **Customer Perspective**

- **Administrator and enterprise features were necessary, but not sufficient**
- **Most stable and reliable release of Office ever, but...**
- **End-user productivity is what Office is all about, so keep investing in that**
- **Some basic features are still problematic**
- **Auto features can drive people crazy**
- **E-mailing attachments is SOP for most people**
- **Office remains a critical component of LOB**

# Designing For Innovation

Technology Bets  
and Imperatives

Customer  
Requirements  
and Inputs

Unarticulated  
Needs

Concept Sketches

Scenario Plans

Integrated  
Specifications

Usability Studies  
Cognitive Walks  
Contextual Inquiry

Architecture  
Engineering

Advisory Councils



# Office10: Product

## Vision

The soul of Office10 comes from two powerful and complementary initiatives:

- Improve the way people share information and collaborate
  - Provide an exciting, customer-focused, easy-to-upgrade-to release
- By **focusing** on:
- Nailing the fundamentals
  - Everyday tasks made easier through innovation
  - Collaborative document creation
  - Unlocking data with Office tools
  - Universal web documents and web sites

# Smarter Work Environments



**Personal**



**Team**



**Organization**



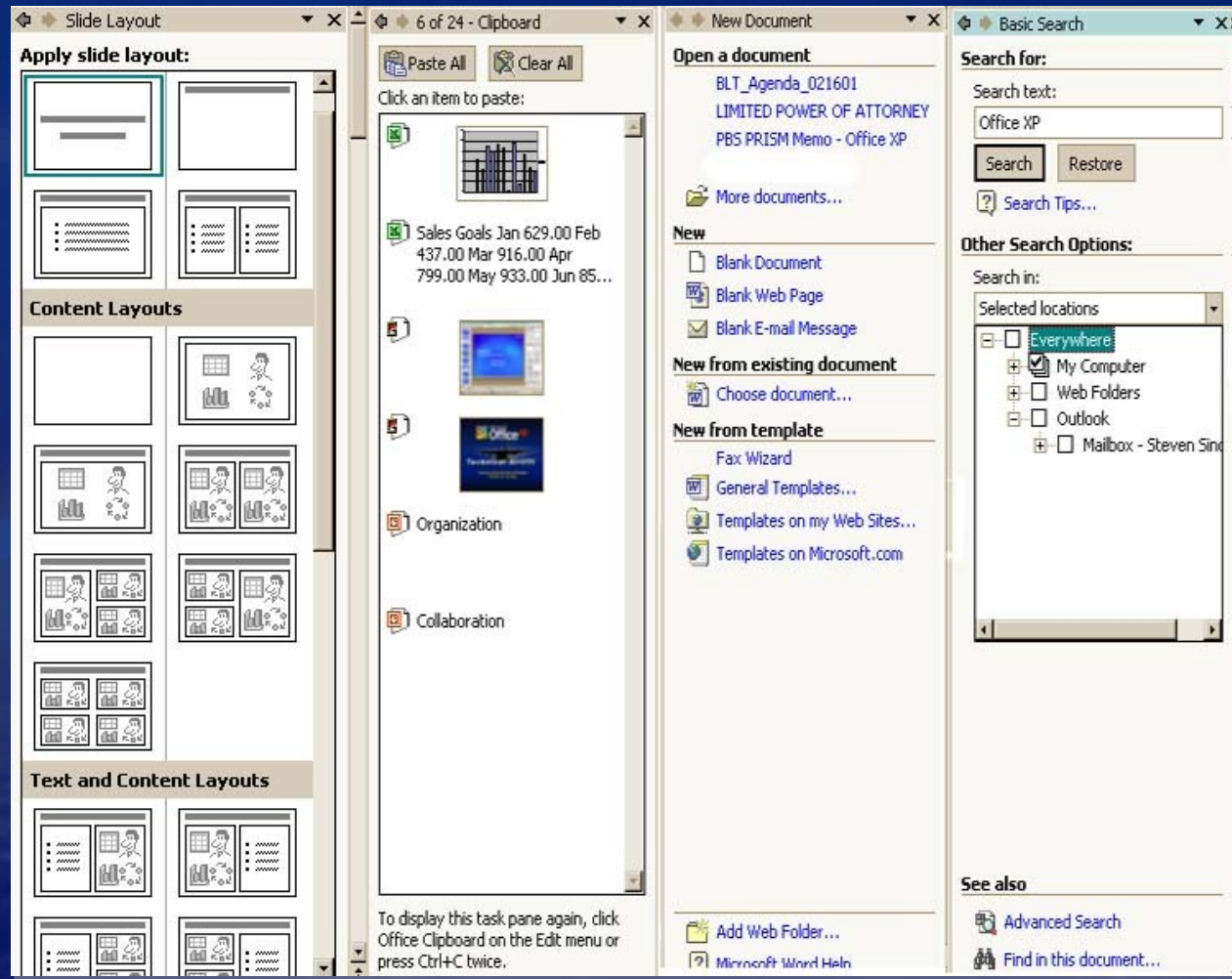
# Personal Experience

- **Simplify the way you work**
  - Task Pane, Smart Tags, AutoCorrect Options, Paste Options, Speech, Multiple E-mail Accounts, Formula Evaluator
- **Get more out of your Office**
  - Task Pane, Smart Tags, Media Gallery Live, Tools on the Web, IM Integration, Online/Offline, Multiple E-mail, Web Queries
- **Tools you can rely on**
  - AutoRecover, Application & Document Recovery, Repair & Extract, Safe Mode, Application Error Reporting, Corporate Error Reporting

# Task Pane

## Modeless interface at the right time

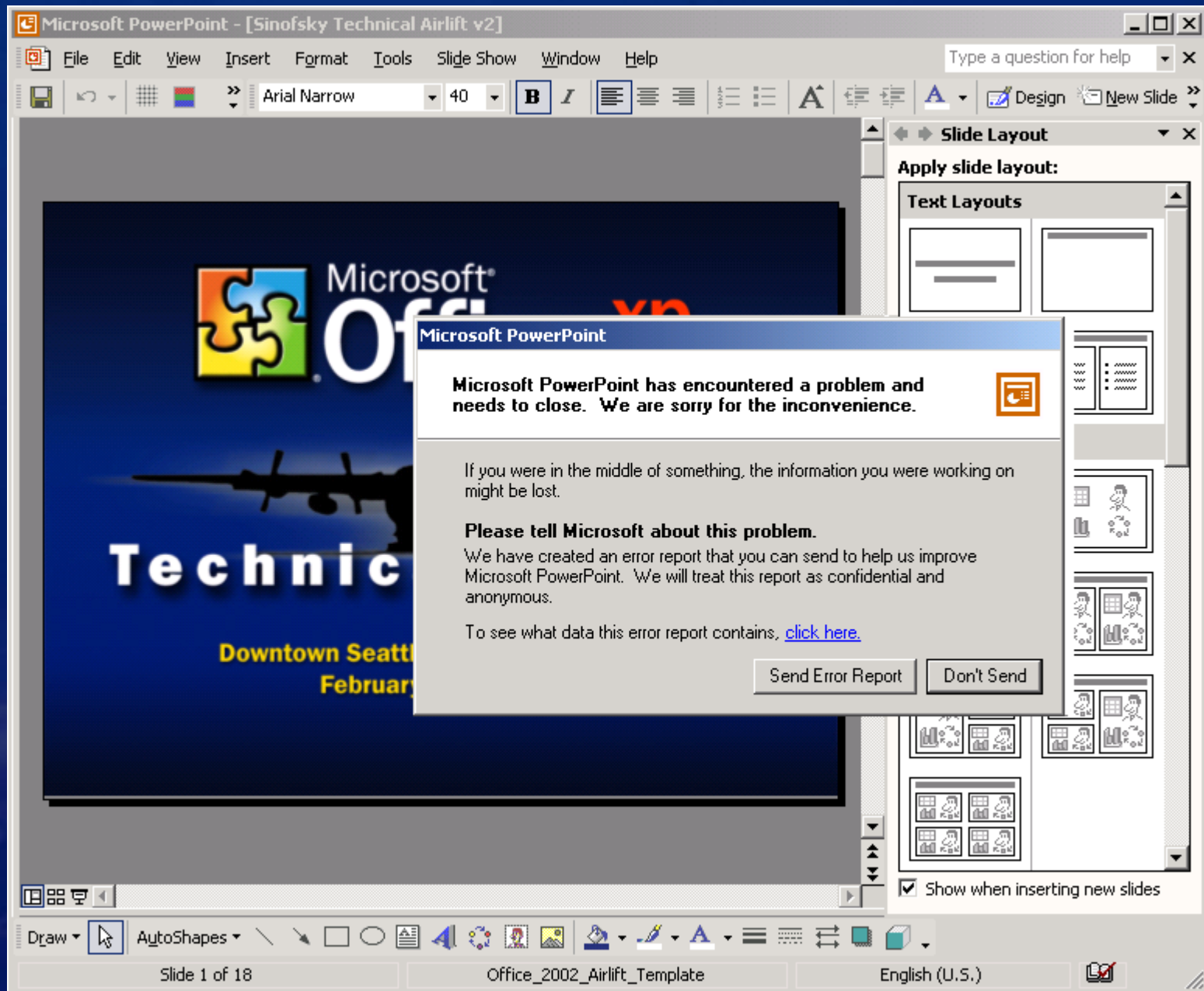
- Search
- Office Clipboard
- Clip Art
- New Document
- Slide Layout
- Design Templates
- Animation
- Color Schemes
- Translate
- Transitions
- Mail Merge
- Reveal



# Crash Recovery And Quality

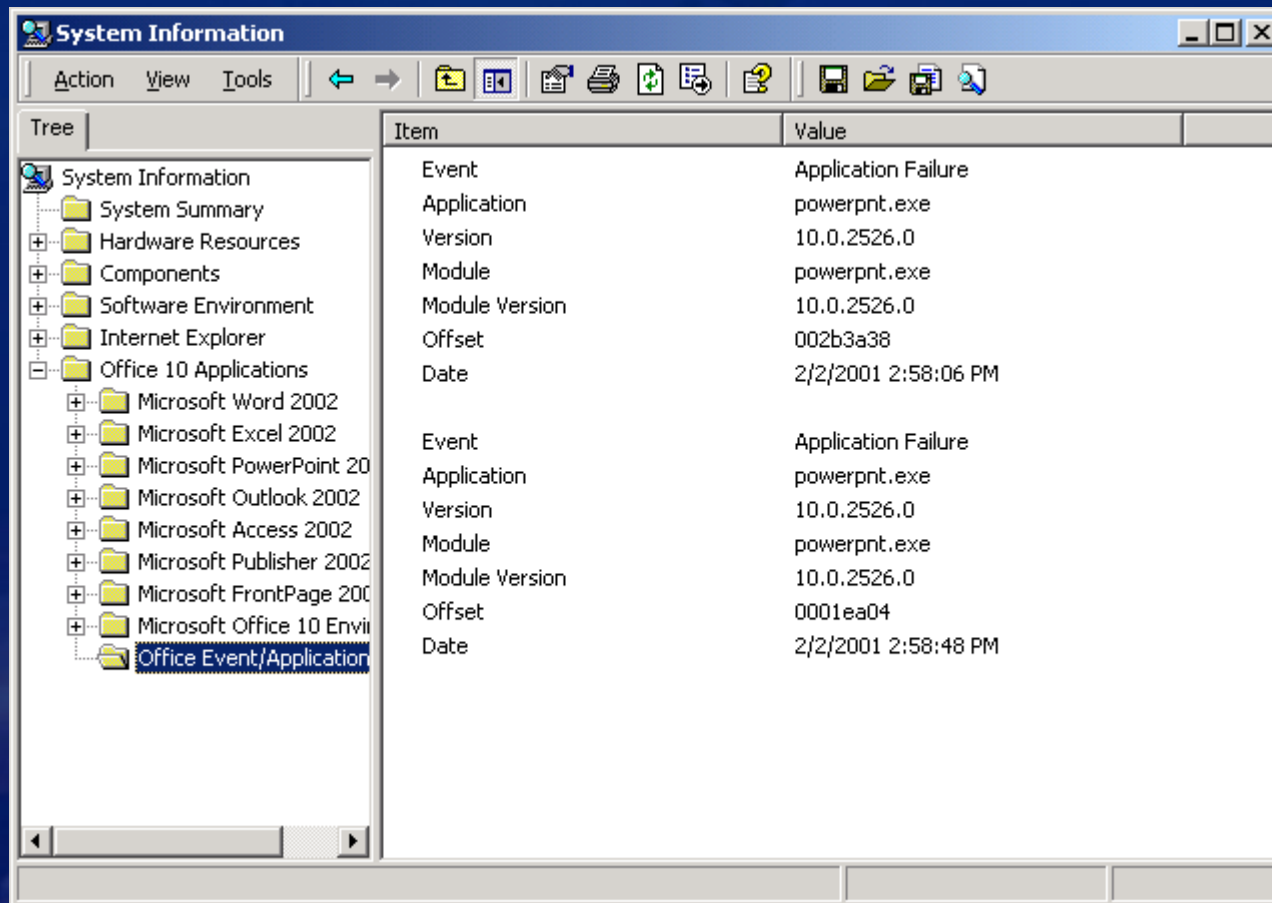
We would love to ship with ZERO bugs

- Each release is more stable than the previous
- Each release we find more issues before we ship
- Office XP had highest rates of automation coverage (regressions) and code coverage (boundary cases) for any release
- But we still crash and it is the worst experience for customers—lost time, work, and creativity
- **Crash Recovery** fundamentally improves real-world product stability





# Event Log Records Incident



# Back At Redmond...

Bucket 462808 - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links »

Back Forward Stop Home Search Favorites History

Address <http://officewatson/dwi/ViewBucket.asp?Database=4&iBucket=462808> Go

## DW.NET (Live external) Bucket '462808'

[Home] [How to Debug] [Configuration]

☒ Callstack Tree ☒ Raid Bugs ☐ User Response Bugs ☐ Hits By Day ☐ DataWanted Table ☒ Cab Table ☒ Update Bucket Values

### DW.NET Bucket Table

iBucket	szBuiltBy	szAppName	szAppVer	szModName	szModVer	offset	cHits	cDataWanted	szResponse	iRaidBug
462808	OFFPPTS	powerpnt.exe	10.0.2526.0	powerpnt.exe	10.0.2526.0	002b3a38	1	9	1	328989
Filename	Version	szSymbol	FrameLevel	iStatus	cCabs					
powerpnt.exe	10.0.2526.0	POWERPNT.EXEIOEShapeTable__Regroup	0	1	1					

szStageOne: \StageOne\powerpnt\_exe\10\_0\_2526\_0\powerpnt\_exe\10\_0\_2526\_0\002b3a38.htm

### Related Buckets

### Callstack Tree

Outline level: 0 All

- (0) POWERPNT.EXE ! OEShapeTable\_\_Regroup + 0x20 (1 cab)
  - (1) POWERPNT.EXE ! SLEdtTableSelection\_\_SetInfo + 0x2e
    - (2) POWERPNT.EXE ! OETableSelection\_\_FApplyEscherProperties + 0x1b7
      - (3) POWERPNT.EXE ! BordersDialogUser\_\_OnUpdateTarget + 0x43a
        - (4) POWERPNT.EXE ! PreviewDialogUser\_\_OnTerminate + 0x87
          - (5) POWERPNT.EXE ! DLDialog\_\_DoOnTerminate + 0x20

Local intranet

# Connected To RAID

328989 - Bug Detail - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links »

Back Forward Stop Home Search Favorites History

Address <http://officewatson/dwi/bug.asp?DB=1&bugid=328989> Go

### Bug 328989--Crash when pasting table cells

<b>Status</b>	<b>Opened</b>	<b>Resolved</b>	<b>Project</b>
<b>Status:</b> Resolved	<b>Date:</b> 2/1/2001	<b>Date:</b> 2/6/2001	<b>GroupName:</b> PowerPoint
<b>Assigned To:</b> <a href="#">minghc</a>	<b>By:</b> <a href="#">minghc</a>	<b>By:</b> <a href="#">y-arnold</a>	<b>Area:</b> Text
<b>Issue Type:</b> Code Defect	<b>Rev:</b> 10.00.00.2524	<b>Resolution:</b> Fixed	<b>SubArea:</b> Table
<b>Severity:</b> 1	<b>Source:</b>	<b>Rev:</b> 10.00.00.2606	<b>FixByRel:</b> RTM
<b>Priority:</b>	<b>Source ID:</b>	<b>Cause:</b> Bug fix (regression)	<b>Triage:</b> Must
<b>Accessibility:</b>	<b>Beta ID:</b>	<b>Change:</b> Several Components	<b>Platform:</b> All
<b>Changed Date:</b> 2/7/2001	<b>How Found:</b> Ad Hoc	<b>Closed Date:</b>	<b>DevRef:</b> must
<b>By:</b> eunicey	<b>Language:</b> All / English	<b>By:</b>	<b>LocalFixDate:</b> 2/1/2001 3:53:35 PM
<b>Environment:</b> Compaq Deskpro AP240-733 W2KUS		<b>KB Article:</b>	

#### Description:

===== Opened by minghc on 02/01/2001 02:46PM =====  
Office 10 Setup 2524 Ship -- Pro+ English  
(also repro with 2529 Debug on WT55OFF10D)

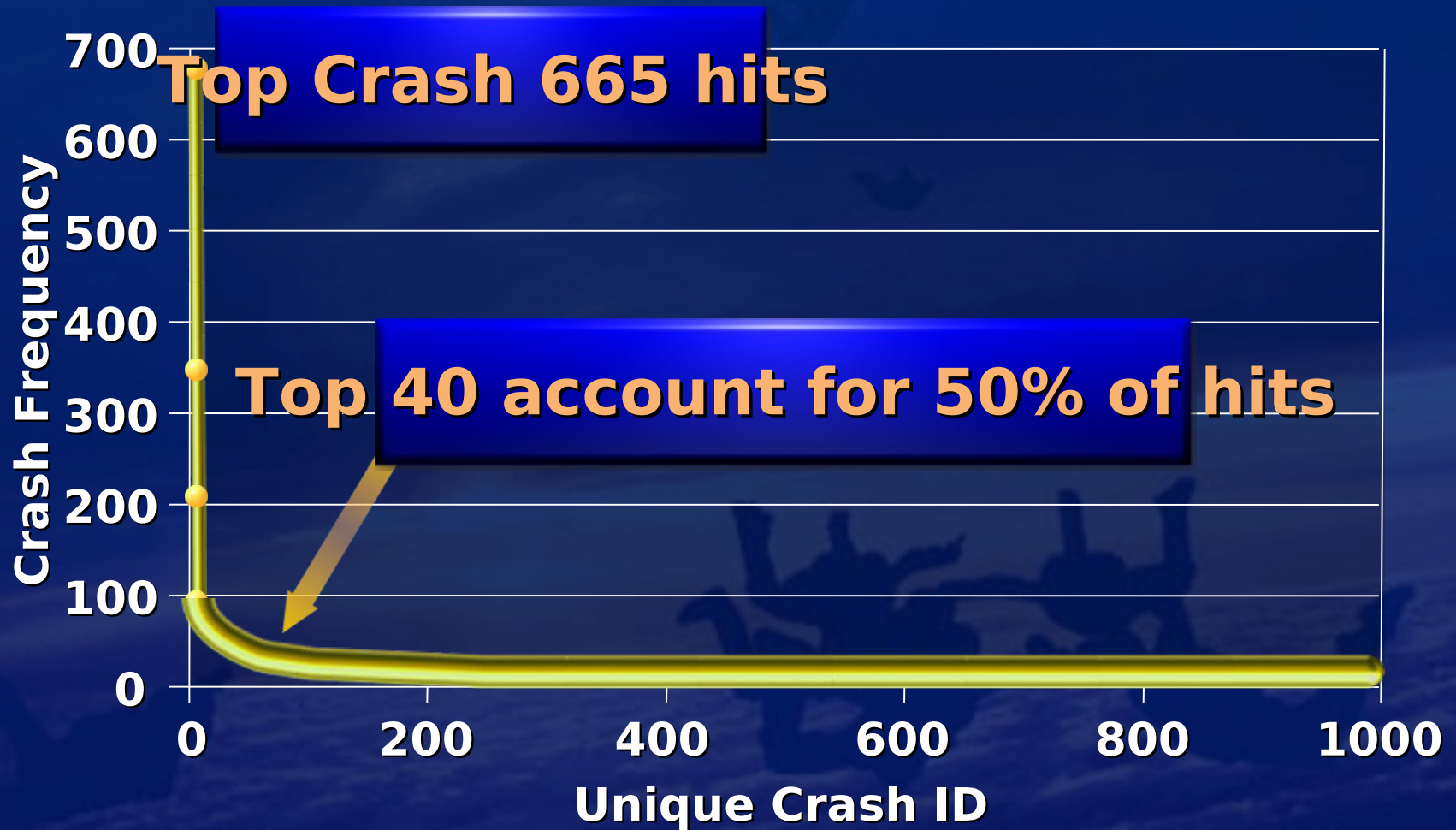
Steps:

- start PP
- open attached test file (457363.ppt)
- mouse drag to select all rows except row #1
- press <Ctrl-C> to copy it
- click on the first cell of the last row
- press <Ctrl-V> to paste it

Result:

Done Local intranet

# Crash Profile For Beta 2





# After The Crash...

- **“Mini Dumps” can be opened by Devs in Visual Studio (or WinDBG)**
- **Data shows frequency of crashes**
- **Customer Experience**
  1. **Thanks for your submission (of course, privacy carefully considered)**
  2. **Offer a KB article describing the problem and well-known work-around**

# **Collaboration**

## **Experience**

- **Communicate clearly, connect effectively**
  - Propose new time, messenger integration, group schedule, online free/busy, reminders window, calendar coloring, multiple e-mail accounts
- **Making document collaboration easier**
  - Send for review, view changes, markup, compare and merge
- **Storing and sharing information and knowledge**
  - SharePoint, Document libraries, lists, discussions, address book, FrontPage

# **Design Rationale**

## **1. E-mail-based Collaboration**

- **Email won (universal, intranet and extranet, no special infrastructure required)**
- **Shows the benefits of “client code”**
- **Works the way you do—just send attachment**

## **2. End-user Intranets**

- **Out of box experience**
- **Based on well-understood workgroup activities (documents, tasks, calendar, discussions)**
- **Builds on Office HTML and FrontPage**

# E-Mail Collaboration

- Just choose File Send To, for Review
- Office XP handles the common activity automatically
  - Helps in discovery of key collaboration features
  - Builds on new Track Changes in PowerPoint (and new experience in Word)
  - New features for addressing *Formatting Hell* (multi-masters, style checking)
  - Outlook addresses *Attachment Hell*
  - And of course, interoperates with Office 2000 and Office 97

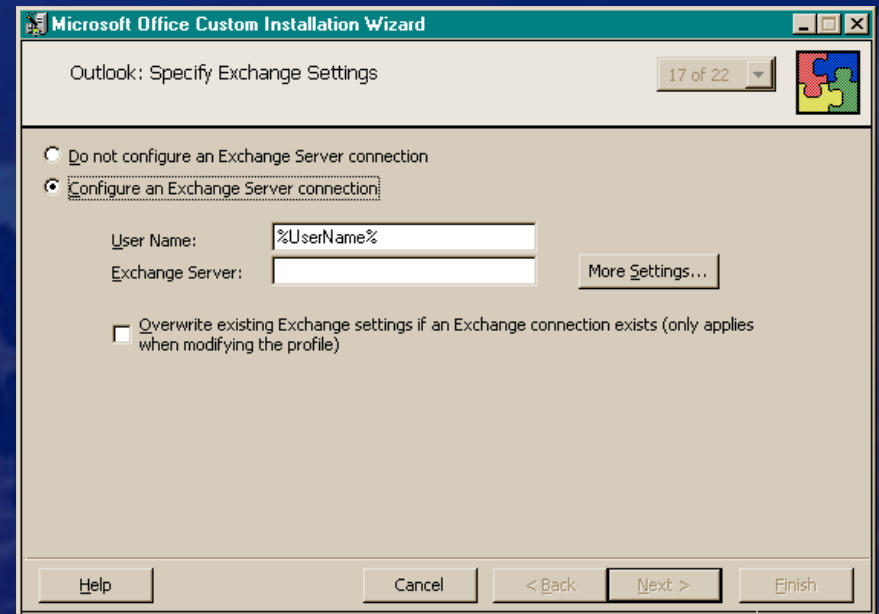
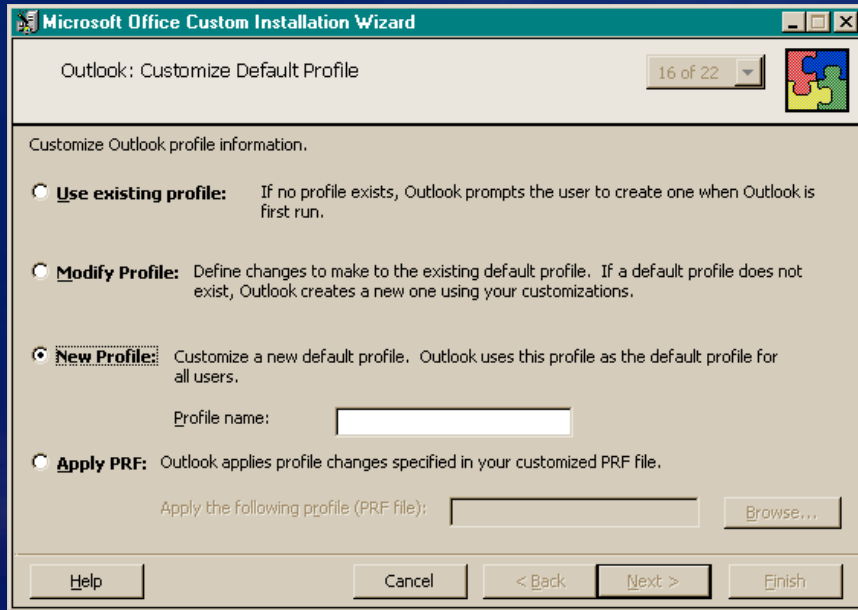


# **Organizational Experience**

- **Flexible tools to address business needs**
  - Extensible Smart Tags, Web Components, VBA, Data Access Pages
- **Improving reliability and security**
  - AutoRecover, Application & Document Recovery, Repair & Extract, Application Error Reporting
  - Digital Signatures, Document Password Encryption, Macro Security, User Privacy Settings
- **Easy to deploy and control**
  - CIW, CMW, Setup INI Wizard, No New File Formats, Intelligent Setup, Multi-Language

# Deploying Outlook

## ■ Integration of profile customization with Office Custom Installation Wizard



Profile Creation Exchange Account

# Office XP And .NET

Today, Office XP delivers .NET experiences

- **Evolution to software as a service**
  - End-user Subscription
  - Office “Watson” and Product Updates
  - Save My Settings
- **Integration and aggregation of services**
  - OfficeUpdate and Tools on the Web
  - Template Gallery
  - Media Gallery
  - Publish Free/Busy Time
  - Save to MSN Communities (Storage.NET)
- **Smart, service-aware systems enable richer experiences**
  - XML: Excel, Access, SharePoint Team Services
  - Customized Smart Tags



# Q&A



Microsoft®  
**Office** **xp**